

## Guest Relations Executive

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Company: PRI

Location: Lusaka

Category: other-general

### Overview

#### **WE ARE HIRING!!!**

One of our clients in the hospitality industry is looking for a Guest relations executive to join their team. You will be responsible for make our clients feel welcome and ensure their pleasant and comfortable stay.

#### **Responsibilities**

Help and assist front office manager in organizing and running the department.

Be warm, friendly, and courteous to Guests on arrival and provide timely assistance at check-in.

Check all VIP rooms

Promote sales and develop business contains for the Hotel.

Managing guests' experiences and ensure they have a pleasant experience.

Arranging reservations

Handling complaints as they arise.

Inform clients of our hotel services, including breakfast and dining options

Promote all hotel amenities, conveniences and programs offered.

To maintain appropriate Guest history records

Escort all Guests to their rooms

### **Requirements and skills**

Grade 12 certificate – must and/ or Certificate in Hospitality or better

Atleast 1 year experience as a Guest Reservation associate or similar role

Good communication skills both oral and written

Hands-on experience with Hotel Management software

Leadership skills along with the ability to motivate a team into high performance.

Must be willing to work long hours

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